
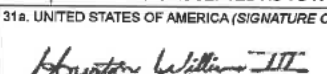


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|--|--|--|--|--|--|------------------------------------|--|
| SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <small>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</small> | | | | 1. REQUISITION NUMBER PR-R6-17-00376 | | PAGE OF 1 65 | |
| 2. CONTRACT NO. EP-R6-18-01 | | 3. AWARD/ EFFECTIVE DATE | | 4. ORDER NUMBER | | 5. SOLICITATION NUMBER | |
| 7. FOR SOLICITATION INFORMATION CALL: | | a. NAME Dawone Hunter | | b. TELEPHONE NUMBER (No collect calls) 214-665-7114 | | 8. OFFER DUE DATE/LOCAL TIME CT | |
| 9. ISSUED BY Region 6 US Environmental Protection Agency 1445 Ross Avenue Suite 1200 Dallas TX 75202-2733 | | | | 10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> NAICS: 561210 <input checked="" type="checkbox"/> SERVICE-DISABLED <input checked="" type="checkbox"/> 8(A) VETERAN-OWNED SMALL BUSINESS SIZE STANDARD: \$38.5 | | | |
| 11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE | | 12. DISCOUNT TERMS | | 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/> | | 13b. RATING | |
| 15. DELIVER TO Region 6 US Environmental Protection Agency 1445 Ross Avenue Suite 1200 Dallas TX 75202-2733 | | 16. ADMINISTERED BY Region 6 US Environmental Protection Agency 1445 Ross Avenue Suite 1200 Dallas TX 75202-2733 | | 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP | | | |
| 17a. CONTRACTOR/OFFEROR Professional Management Enterprises, Inc Attn: Haskell Portee 9245 North Meridian St., Suite 210 Indianapolis IN 46260 TELEPHONE NO. 31754102001 | | 18a. PAYMENT WILL BE MADE BY RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711 | | 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/> | | | |
| 19. ITEM NO. | | 20. SCHEDULE OF SUPPLIES/SERVICES | | 21. QUANTITY | | 22. UNIT | |
| | | DUNS Number: 621230536 The purpose of this contract is for Facilities Support Services to be performed at the U.S. EPA Region 6, Regional Office located in Dallas, TX. This is a Firm Fixed Price contract with a one (1) year base period and four (4) one-year option periods. (See Item 2 entitled "Contract Line Items Numbers" in Attachment A - Addenda to FAR 52.212-4, Contract Terms and Conditions - Commercial Items) (Use Reverse and/or Attach Additional Sheets as Necessary) | | | | | |
| | | | | 23. UNIT PRICE | | 24. AMOUNT | |
| 25. ACCOUNTING AND APPROPRIATION DATA See schedule | | | | 26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$2,634,702.56 | | | |
| 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED. | | | | 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED. | | | |
| 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED. | | | | 29. AWARD OF CONTRACT: OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: | | | |
| 30a. SIGNATURE OF OFFEROR/CONTRACTOR  | | | | 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)  ELECTRONIC SIGNATURE | | | |
| 30b. NAME AND TITLE OF SIGNER (Type or print) Haskell D. Portee CEO | | 30c. DATE SIGNED 3-30-17 | | 31b. NAME OF CONTRACTING OFFICER (Type or print) Houston Williams | | 31c. DATE SIGNED 03/29/2018 | |

Environmental Protection Agency Region 6

Facilities Support Services

Performance Work Statement



March 1, 2018

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1.0 OVERVIEW

Under this Performance Work Statement (PWS), the contractor shall independently provide Facilities Support Services to satisfy the overall operational objectives of the United States Environmental Protection Agency (EPA), Region 6 (R6), Dallas, Texas, as described in Sections 3 and 4 of this PWS. EPA will not provide any direct supervision, clerical, timekeeping or direction of any work performed under this contract.

1.1 TASK PROPOSAL

The contractor shall provide a Fixed Price proposal in response to this solicitation. The effort required for this task shall be proposed on a Fixed Price basis.

1.2 PERIOD OF PERFORMANCE / PLACES OF PERFORMANCE

The period of performance for this PWS is: April 15, 2018 through April 14, 2023.
The places of performance for tasks identified in this PWS are:

- Facilities Support Services – The Region 6, Regional Office is currently located at 1445 Ross Avenue, Dallas, TX 75202 (April 15, 2018 ~ March 2019). However, the EPA R6 Regional Office will be moving to Renaissance Tower (1201 Elm Street, Dallas, TX, 75270) on or about March 2019 (March 2019 – April 2023). In addition, we have an additional facility, the Addison Training & Conference Center, which is located at 16650 Westgrove Drive, Addison, TX 75011.
- Labor, per Call, Services - The Region 6, Regional Office is currently located at 1445 Ross Avenue, Dallas, TX 75202 (April 15, 2018 ~ March 2019). However, the EPA R6 Regional Office will be moving to Renaissance Tower (1201 Elm Street, Dallas, TX, 75270) on or about March 2019 (March 2019 – April 2023).

1.3 GOVERNMENT FURNISHED EQUIPMENT/MATERIALS/ FACILITIES/INFORMATION

The Government shall provide telephones, computer equipment (to include all necessary hardware & software), associated peripheral devices, facsimile machines, copier, and other basic office supplies required to complete the task described in this PWS. The Government will issue user identification and passwords to Government networks in accordance with established procedures.

All Government Furnished Equipment (GFE) will be identified and transferred to the contractor as required for support of the applicable IT/IM systems and networks. The contractor will receive a copy of the GFE hand receipt report upon award of the contract as requested. All GFE shall be returned to the Government at contract completion. Any parts, components or assets that are made available by replacement, repair, upgrade, or reconfiguration during the performance of this task, shall remain the property of the Government.

All utilities in the facility shall be available for the contractor's use in performance of duties

outlined in this PWS. Contractor shall instruct employees in utilities conservation practices and shall be responsible for operating under conditions that preclude the waste of utilities.

The Government shall furnish the necessary workspace for the contractor staff to provide the support outlined in this PWS. The contractor shall not relocate activities or operational units within assigned facilities or make modifications to facilities without prior approval from the Contracting Officer's Representative (COR). Damages to facilities determined to be the fault of the contractor shall be repaired by the contractor at no expense to the government. The contractor shall return facilities to the government in the same condition as received, except for normal wear and tear and approved modifications.

The Government shall provide contractor with the following:

- Maintenance agreements on all equipment operated by contractors.
- Keys or Smart Card (SC) access to mail/copy/supply center and building elevators.
- Government vehicles, if incidental warehouse runs are required.
- All pool equipment to be issued to EPA employees.
- All mail center and copier supplies.
- Carts and handling equipment.
- All supplies to be issued to EPA employees.
- Dust masks and latex gloves for handling mail as needed.
- Two way radios.

The Government authorizes use of the property without charge for the performance of the tasks as indicated in Sections 3 and 4. Parking is available at no charge at the Addison Training and Conference Center but parking at the Regional Office is at the expense of the Offeror and/or Offeror's personnel.

1.4 CONTRACTOR FURNISHED EQUIPMENT/MATERIALS/INFORMATION

The contractor shall furnish the following items to perform work in accordance with this PWS:

Facilities Support Tasks:

- Safety shoes.
- All tools, materials (except workstation parts), vehicle/truck for moving, personnel and handling equipment to perform general labor services, per call furniture/equipment relocation and workstation reconfiguration services.

1.5 SECURITY REQUIREMENTS

Work under this task order is ☒ UNCLASSIFIED ☐ CLASSIFIED ☐ SECRET ☐ TOP SECRET. See below for specific Security issues to be complied with before starting work at EPA.

The contractor shall safeguard all government property provided for contractor use. The contractor shall ensure that the government facilities, equipment and materials are secured at the close of each work period. All Contractor personnel are required to have, at a

minimum, the National Agency Check with Inquiry (NACI), plus a credit check. High and moderate risk duties performed by the contractor will require a Public Trust Investigation due to sensitive duties here at Region 6.

The COR shall furnish instructions to the Contractor regarding the procedures for submitting applicable forms. Any contractor employee receiving an unfavorable NACI or Public Trust Investigation will be removed from the task and a replacement is required to be provided by the contractor.

Full time contractor personnel are required to wear the EPA issued Smart Cards (SC) or Common Access Cards (CAC) for purposes of official Contractor identification at all times. The COR coordinates all ID badge requests for processing. Requests for EPA provided ID badges are processed upon employee start date. The contractor shall take appropriate measures to safeguard their Government issued security badges as outline in Headquarters' security policies and other applicable regulations.

The contractor shall take appropriate Government-prescribed security measures to ensure systems and other Government property is stored and installed in accordance with security guidelines and applicable regulations. The contractor shall notify the Government any time the contractor moves GFE.

The Contractor is responsible for compliance by its employees with security regulations of installations where work is performed under this Order. The contractor ultimately pays for the security investigation cost. Contractor employee orientation is required to include a briefing of the EPA provided policies with recurring six month reviews.

The Contractor shall identify any subcontractor personnel requiring temporary site entrance to EPA space for the purpose of performing work under this contract and shall submit the required information (full name, date/place of birth and driver's license number) for the purpose of conducting a criminal history check of those personnel. This information should be provided to EPA upon request but not less than five working days after receipt of a work request and prior to reporting to project site. Any individual who is not compliant with this procedure will not be permitted on the project site. Additionally, if results from a criminal history check are determined to be unfavorable, access to EPA space will be denied.

Subcontractor personnel shall each present proper photo identification to the EPA Facility Administrative Support Services Receptionist at the EPA Reception Desk, sign in and receive an EPA Contractor's Badge prior to beginning work. At no time shall subcontractor employees be in EPA controlled space without proper authorization and wearing an EPA Contractor's Visitor Badge and/or under EPA employee or Facility Administrative Support Services Clerk escort, where required.

1.6 CONTRACTOR PERSONNEL REQUIRMENTS, TRAINING, SKILLS AND WORKPLACE RULES.

CONTRACTOR PERSONNEL SHALL:

- Be a citizen of the United States of America.
- Be at least 21 years of age.

- Possess, at a minimum, either a high school diploma or a GED equivalency certificate.
- Possess a current official government-issued driver's license to operate Government-owned vehicles.
- Speak the English language fluently and clearly.
- Read and comprehend the English language, compose coherent written e-mails and/or reports in English, and ensure written communications contain proper grammar, spelling, and sentence structure. Read and interpret written instructions to operate all equipment assigned, perform labor, operate x-ray equipment, and respond to customer inquiries.
- Be able to type, at a minimum, 45WPM on a Government provided computer.
- Not use their personal cell phone while providing these services.
- Ensure personal items include, but are not limited to, newspapers, magazines; radios, portable televisions, etc. are not read and/or used while on duty.
- Have verifiable experience and be an expert in operating black and white and color copier/printers and understand software such as MS Word, Adobe Photoshop, Adobe PageMaker, Adobe Acrobat (full version), etc., in order to print jobs.
- Possess the ability to operate personal computers to include sending and receiving official e-mail transmissions; performing required official research; and developing or completing previously-prepared statistical spreadsheets.
- The ability to use telephone and voicemail system.
- The ability to operate tape binding and paper trimming equipment and shrink wrap equipment.
- The ability to pick up and carry packages for short distances unassisted, and other items weighing less than 75 pounds.
- The ability to operate automated mail metering equipment and apply postage to mail pieces at the most cost effective rate.
- The ability to researching incoming mail with incomplete addresses using on-line software the agency provides (i.e. PIC listing and Locator).
- The ability to operate on-line shipping programs to send out packages via private express couriers (UPS, etc.).
- Verified experience in operating an EPA provided package tracking system (i.e. Smart Track or similar system).
- All contractor personnel shall possess qualification and experience to accomplish any of the task outlines in this PWS to ensure smooth operations in the event of any absenteeism or other administrative assignments the lead performs from day one of the period of performance through the entire length of the contract.
- Contractor personnel shall be responsible for obtaining all training and shall possess all skills and expertise needed throughout the term of this contract to operation smoothly and efficiently. EPA will only provide technical advice.
- Two or more years of experience in the facility support area or a similar environment with verifiable experience as a hands-on administrator with knowledge of the center's operations and the ability to oversee the work of other contractor personnel doing the tasks delineated in this performance work statement.

1.7 CONTRACTOR E-MAIL AND TELEPHONE COMMUNICATION

- Contractor employees shall respond to all e-mail and telephone requests within twenty-four (24) hours if at all possible.

- Contractor employees shall clearly identify themselves as an EPA contractor when answering the telephone, preparing or responding to e-mail messages/requests.
- Contractor employees' voicemail greeting shall include the contractor name, and instruction for the caller to follow should the contractor not be available to receiving the incoming call.

1.8 CONTRACTOR/SUBCONTRACTOR FACILITY RELATED RESPONSIBILITIES

- It shall be the responsibility of offerors to coordinate with the property management firm for all locations to obtain all necessary requirements for performing installation work, including, using building approved subcontractors, building visitor security badges, dock deliveries, waste removal and/or other potential building specific requirements that require approval before work begins. It shall be the offerors responsibility to follow all site requirements for work performed in support of this PWS. The property management firm at the Ross Ave location is Fountain Place Property Service (214-855-7761). Once the Region moves to the new location on Elm St in March 2019, the property management firm information will be provided to the contractor.

2.0 FACILITIES SUPPORT SERVICES OVERVIEW

CONTRACTOR SHALL:

Designate a contractor employee as the Supervisor, who will oversee and lead the general operation and serve as the central point-of-contact for issues regarding the performance of this contract. This contractor employee shall interface directly with the Region 6 COR.

Provide window service from 7:00 a.m. to 4:00 p.m. daily Monday through Friday in the mail/copy/supply distribution center to allow for copy request drop off and pickup, package pickup, mail, overnight shipping services, package and supply issue pickup, pool equipment issue and receipt.

Not deviate from any procedures or agency policies without first consulting the Region 6 COR through the above-designated contract Supervisor. All personnel shall be cross-trained and capable of fulfilling the responsibilities for any position required.

3.0 FACILITIES SUPPORT SERVICES TASK DETAILS

Volumes for mail pick-up and distribution, shipping and receiving, and copying vary and are dependent on the agency's daily needs.

3.1 TASK 1 – MAIL PICKUP

CONTRACTOR SHALL:

- Pickup, sign for, log in to the EPA provided package tracking system, sort, and deliver mail, including courier packages such as UPS etc. to designated locations on

each R6 EPA floors. The Regional Office at Ross Ave has 7 floors with a small mail screening room in the basement, while the new Regional Office in 2019 at Elm St. will have 8 floors and a small area in the basement for screening incoming mail. Customer signatures will be obtained when delivering mail pieces and courier packages (UPS etc.) either on the floors or in the distribution area within the mail room.

- Perform all research and determine which mail code to send mail with incomplete delivery addresses (incoming) to. If, after exhausting all options (no one wants the mail piece), contractor shall return to sender and log the action within two (2) days after an undeliverable mail piece is received.
- Pickup, meter, and deliver outgoing mail to U.S. Post Office. Contractor shall be responsible and accountable for all mail, shipments and pool equipment in their custody and must provide “cradle to grave” accountability in these areas. Contractor shall log all daily postal meter usage and provide usage reports monthly by the end of the 1st workday to the HQ USEPA mail center. Contractor shall keep copies of all postal usage records on site.
- “Reset” meter as required and fax reset reports directly to the HQ EPA mail center immediately after resetting postal meters. Contractor shall keep copies of all reset actions on site.
- Provide window service from 7:00 a.m. to 4:00 p.m. daily, Monday through Friday to allow for copy requests drop-offs and pickups; package pickups; mail; UPS services; package and supply issue pickups; pool equipment issuing and receipt; and other services.
- Review package tracking system database on a monthly basis to ensure all packages received have been delivered in a timely manner and take necessary follow-up action to locate and deliver any lost or undelivered packages.

3.2 TASK 2 – SUPPLY SERVICES

CONTRACTOR SHALL:

- Receive incoming shipments of supplies, stock supply shelves and issue all supplies requested by supply representatives using the online SIDOS (Supply Inventory Distribution and Ordering System).
- Complete all supply requests within four (4) hours of receiving orders. Filled supply orders shall be placed on the shelves in the distribution area. Contractor shall restock shelves within four (4) hours of receiving a shipment.
- Check supply-stocked items daily and provide a listing of any low or out of stock supply items using SIDOS part number to the R6 COR as necessary to ensure stocked inventory is sufficient to meet basic needs of EPA personnel. Contractor shall modify stock levels in SIDOS or other computer based program as necessary when adjusting inventories.
- Keep supply shelves neat and clean and not allow wrapping paper, straps, and other debris to accumulate.
- Recycle all stocked supply items such as calendars that become obsolete.

3.3 TASK 3 – LABOR SUPPORT

CONTRACTOR SHALL:

- Be responsible for coordinating conference room set-ups with EPA personnel responsible for scheduled meetings, training sessions and/or events. This includes discussing requirements and providing suggestions for the particular event, physical set-up of chairs, tables, podiums, stages etc.
- Ensure conference room setups are performed in the conference center and the Regional Administrator's conference room on the 13th floor as needed. Work requests will be submitted to the contractor in written or electronic form giving basic room configurations. Contractor shall receive all setup requests at least 72 working hours in advance to coordinate personnel needed to perform tasks and shall complete the setup in advance of the time requested on the request form. Contractor shall attempt to accommodate late requests but will not be held to performing any setups received late.
- Deliver copy paper to designated copier locations on each R6 EPA floor within four (4) hours of receiving supply order request through SIDOS.
- Transport incoming packages to ensure timely delivery to the customers and issue from the distribution area within the mail room.
- Coordinate with Service Desk personnel regarding the transport of EPA Government-Owned Vehicles (GOVs) for certain designated periodic preventive maintenance services.
- Provide miscellaneous minor moving/labor services as needed. This requirement is separate from the per call labor, furniture relocation and workstation reconfiguration services described elsewhere in this PWS.

3.4 TASK 4 – POOL EQUIPMENT RESERVATION

CONTRACTOR SHALL:

- Issue pool equipment items including, but not limited to, flip-charts, video monitors, DVD players, etc. from 7:00 am to 4:00 pm, Monday through Friday. Contractor shall be held accountable for all EPA-owned pool equipment and shall provide an annual inventory.
- Immediately check availability and serviceability of any piece of equipment being reserved upon receiving a pool equipment reservation.
- Test and inventory any attaching parts and accessories. Place a “reserved equipment tag” on the item and place it on the distribution shelves or in the vicinity of the supply window for issue. If the piece of equipment is not available or operational for the requested time frame, contractor shall immediately contact the requestor via e-mail, notify them of the situation and log the conversation on the equipment request form. A copy of e-mail notification issued shall be attached to the request form.
- Complete an equipment repair form and coordinate with the Operations and Support Section Equipment Officer the pick-up and repair of any un-useable equipment.
- Be responsible for tracking any equipment repairs requested to ensure pool equipment is kept in working condition at all times.
- Keep a log of all pool equipment issued and shall be responsible for tracking equipment due dates.

- Contact the customer via e-mail when the equipment is not returned by the designated due date and shall continue to contact customer or Division Program Analyst until equipment is returned.
- Conduct a joint inventory and inspection of equipment in the presence of the person the equipment is being issued to and again immediately upon return of the equipment before accepting it.
- Note any damages and equipment inventory shortages in the log and shall notify the 6MD Operations and Support Section Equipment Officer and Property Inventory Specialist of any discrepancies.
- Return all equipment received to its designated storage area immediately after acceptance.
- Inventory all pool equipment monthly and screen the log to ensure accountability of all items.
- An annual inventory of all pool equipment shall also be conducted by the Contractor and coordinated with the Property Inventory Specialist.
- Be responsible for determining whether equipment requires replacement or additional/new equipment is needed to ensure pool equipment is kept current and obsolete pieces are excess.
- Issue carts and other handling equipment and track in the same manner as other pool equipment. In the event that carts are not returned by the end of the business day, contractor shall contact customer the next day via e-mail and request they return the item. Contractor shall continue to contact the customer and/or Division Program Analyst until the item is returned.
- Ensure all returned pool equipment items are placed in their designated storage areas and not left out on tables etc. at the end of each business day.
- NOT issue any equipment to customers who want to use them outside the regional office (take on travel etc.).

3.5 TASK 5 – COPIER SUPPORT

CONTRACTOR SHALL:

- Operate and administer EPA-provided printer/copier/duplication equipment in order to provide service within four (4) working hours of receipt of copy request. Jobs shall be submitted in a ready to copy condition with staples, post-it notes, etc. removed.
- Operate EPA-provided binding equipment and perform other copy center functions as necessary to meet customer needs.
- Notify customer when jobs received are not in compliance with EPA printer/copy/duplication requirements and reject/return as necessary.
- Screen all documents received to ensure they are not copy-righted and shall not exceed copy limits of 5,000 of a single-page document and 25,000 maximum per job (black and white).
- Screen all color copy requests for accuracy and keep a log of division usage. Each division has an allocation of 1,875 impressions per month.
- Notify customer upon receipt of copy request of any excessive delays in completing copy jobs such as equipment being out of service etc.
- Operate tape binding and folding equipment as a post process finishing operation for copied documents as needed.

- Complete all copy jobs, notify customer via telephone/e-mail and place completed work on the shelves located next to the supply counter in the distribution area within the mail room. Copies of all e-mail notifications shall be maintained on-site. All copy jobs shall be clearly identified to aid other team members with distribution.

3.6 TASK 6 – SHIPPING AND RECEIVING

CONTRACTOR SHALL:

- Oversee contractor personnel who provide visual inspection, receipt, and distribution of all incoming mail and packages [including UPS and other contract couriers]; supply inventory and issuance; and pool equipment issuance and receipt and tracking and inventory. Ship using UPS or other courier software provided per customer request.
- Administer and coordinate the inter-departmental transport of mail and other supplies, etc.
- Perform receiving functions to include signing for all purchase order items or accountable property received; preparation of property data sheets; decaling of accountable property; close-out of orders' and coordination with property inventory specialist.

3.7 TASK 7– MAIL DISTRIBUTION

CONTRACTOR SHALL:

- Pick-up, meter, and delivery outgoing mail to US Post Office. Contractor shall be responsible and accountable for all mail and shipments in their custody and must provide “cradle to grave” accountability in these areas.
- Oversee contractor personnel who provide visual inspection, receipt, and distribution of all incoming mail and packages [including UPS and other contract couriers].
- Coordinate the collection and processing of outgoing mail and packages.
- Administer the efforts of contract personnel engaged in the determination, affixing and recording of postage on registered mail and packages.
- Coordinate reports and record-keeping involved in mail processing for center.

4.0 PER CALL LABOR, WORKSTATION RECONFIGURATION AND FURNITURE/EQUIPMENT RELOCATION SERVICES

4.1 PER CALL LABOR ASSOCIATED TASKS

CONTRACTOR SHALL:

- Provide, as required, a per call labor, for furniture or equipment relocation and workstation reconfiguration service for the locations specified in Section 1.2. The tasks listed in this Section shall be based upon a “per call” workforce. The frequency of relocation services varies. The provision of this service shall not interfere with or draw upon the full time contractors accomplishing primary Facilities Support services tasks.

- Provide all labor, handling equipment, supervision and vehicles needed to reconfigure workstations, transport furniture and equipment between floors in our facilities or to/from locations listed in Section 1.2. Workstation components will be provided.
- Provide general labor within forty-eight (48) hours of notification.
- Be located in the local metropolitan area and be knowledgeable of Region 6 structure to locate items to be moved in the Region 6 building and at other EPA facilities with minimal oversight.
- Provide boxes and other media required to move smaller items such as those coming from bookshelves, filing cabinets etc.

5.0 REPORTING REQUIREMENTS & DELIVERABLES

A Monthly Progress Report validating that all deliverable requirements and exceptions to those requirements were met [with no more than two (2) validated complaints per month]. The report shall be submitted to the EPA COR by the 5th workday of the month following the end of the month during which the services were provided. The contractor shall submit a quarterly report with any discrepancies found, corrections, and the current status to the COR by the 15th workday after quarterly confirmation.

6.0 TRAVEL AND OVERTIME

Travel expenses, where Federal Travel Regulations apply, are not authorized. Overtime must be approved in writing by the Contracting Officer's Representative (COR) in advance.

7.0 HOURS OF OPERATION FOR TASKS 1-8 (Dallas)

Contractor shall provide contractor personnel to perform the primary functions outlined in this PWS five days a week, Monday through Friday, except for Federal holidays specified in the contract. Staggered coverage shall be provided from 7:00 a.m. to 5:00 p.m. daily. The mail/copy/supply distribution centers hours open to the customer are as follows:

- | | |
|--|---|
| 1. Mail/copy/supply center: | 8:00 a.m. - 4:00 p.m. |
| 2. Photocopy: | 7:30 a.m. - 4:00 p.m. |
| 3. Shipping service: | 8:00 a.m. - 4:00 p.m. |
| 4. Labor service: | 7:00 a.m. - 5:00 p.m. (per work requests) |
| 5. Mail Pickup, Supply and Pool Equipment issue: | 7:00 a.m. – 4:00 p.m. (constantly manned) |
| 6. Equipment/Furniture Relocation, Cubicle Reconfiguration | is per call, as required. |

Contractor shall be responsible for providing contractor personnel to meet the requirements outlined in this PWS. In the event of excessive absenteeism by contractor personnel which results in a reduction of the provision of services (as determined by EPA), the contractor shall immediately provide necessary replacement contractor personnel to accomplish all required functions without further disruption of service to EPA.

8.0 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR TASKS 1-7

The contractor's management shall ensure that employees properly comply with the PWS outlined in the Quality Assurance Surveillance Plan (QASP).

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) Skill Category:

Mailing, Copying and Shipping; Supply Services

| Deliverable | Performance Standard | Acceptable Quality Level | Method Used/Frequency | Compliance Level/Date |
|--|-----------------------------|--|---|------------------------------|
| 1. Monthly Report 2. Quarterly 3. Monthly Usage Report | Submission of deliverables | 95% with no more than 2 complaints received from customers each month. | 1. 5 th workday following the end of the service month. 2. 15 th workday following the end of the quarter. 3. 1 st workday following the end of the service month. | |

EPA COR Signature/Date: _____

9.0 NON-PERSONAL SERVICE STATEMENT

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility. EPA will not provide any administrative functions for the contractor, this includes but is not limited to any time card administration or other reports the contractor may need in the performance of this statement of work.

10.0 STAFFING PLAN AND KEY PERSONNEL

The Contractor shall submit an Organizational Structure and a Staffing Plan to the EPA COR within five (5) business days after contract execution. The Staffing Plan shall include, at a minimum, the following Key Personnel or their operational equivalents with the following number of hours:

| Labor Category | Hours |
|---------------------------------------|--------------|
| Production Control Clerk (Supervisor) | |
| Duplication Machine Operator | |
| Postal Clerk | |
| Postal Clerk | |
| Postal Clerk | |
| Order Clerk | |

All personnel shall be cross-trained and capable of fulfilling the responsibilities of any position required in Section 3.0.

11.0 INVOICE REPORT

The contractor shall submit, on a monthly basis by the 15th, an Invoice Report in accordance with the Government supplied format.

12.0 INCUMBENT CONTRACTOR INFORMATION

The incumbent contractor for the Facility Support Services tasks outlined in this PWS is American Service Network Corporation #EP-R6-13-02.

13.0 EVALUATION FACTORS

Evaluation Factors: The Government intends to evaluate offers and award a task order without discussions. Therefore, the offer's initial proposal should include the best terms from a price and technical approach standpoint. The Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government will award a task order on the basis of the lowest evaluated price of proposals meeting or exceeding the acceptability standards for non-cost factors. Technical evaluation is more important than price; however, as the technical evaluation becomes more level, past performance becomes more important. The following evaluation factors shall be used to evaluate offers; the price quote shall be separate from the technical proposal.

The following factors will determine if proposals are technically acceptable.

- Factor 1 - Management/Technical Approach
- Factor 2 - Experience/ Past Performance
- Factor 3 - Staffing Plan to include Key Personnel

The above evaluation factors will be weighed in descending order of importance, i.e. Factor 1 is more important than Factor 2; Factor 2 is more important than Factor 3.

Factor 1- Management/Technical Approach:

The contractor's management approach will be evaluated on the extent to which it demonstrates an understanding of Performance Work Statement (PWS) and proposes a realistic and effective solution with procedures, processes and a proficient labor mix for meeting the requirements. The proposed solution will be evaluated based on the following criteria: Proposal shall clearly demonstrate an understanding of all tasks described in the scope of work and provide detailed examples of how the work described herein will be accomplished, to include use of sub-contractors. Sub-contractors need not be named.

Factor 2 – Experience/ Past Performance:

Contractors will be evaluated on the extent of the overall relevant experience of the company's organizational structure including parent companies, partnerships, and teaming arrangements. It considers organizational structure, relationships, business specialty, size, years of experience, breadth of experience including relevance to the solicitation and planned support to accomplish this PWS.

Experience consists of history, personnel, current work projects, previous work projects and planned support. These projects should have been of similar scope, magnitude, and complexity of this solicitation requirements and PWS. The contractor will briefly explain why they believe their experience is relevant to this solicitation's requirements.

Past Performance will be evaluated on the quality of service provided, cost control, timeliness of performance, and business relations. The contractor shall provide past performance information that is directly related or similar to projects they have held within the last seven years. In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror may not be evaluated favorably or unfavorably on past performance.

Factor 3 - Staffing Plan to include Key Personnel:

Key personnel will be evaluated based on their pertinent education and/or experience as it relates to the requirements of the PWS. The contractor shall provide resumes that delineate experience and education of proposed personnel and identify individuals to be designated as key personnel in the task order. Each contractor will be evaluated on appropriate labor categories and resumes for proposed personnel who meet the task requirements as well as included signed letters of intent. Do not include per call general labor service personnel, equipment/furniture relocation or workstation reconfiguration service personnel.

Price:

Contractor shall submit their proposed labor categories for each key person in the staffing plan as well as their associated labor rates. Per call general labor, equipment/furniture relocation and workstation reconfiguration services to include vehicle costs per hour, equipment rental costs per hour and labor costs per hour should be included.

For all responses to this PWS, please provide the following format:

Factor 1 – Management/Technical Approach should be single spaced and not exceed 30 pages single sided or 15 pages double sided.

Factor 2 –Experience should be single spaced and not exceed 20 pages single sided or 10 pages double sided. Past performance should be single spaced not to exceed two pages per performance if single sided or 1 page double sided.

Factor 3 –Staffing plan should be single spaced and not exceed 10 pages single sided or 5 pages double sided. Personnel should have resumes at no more than 3 pages single sided or 2 pages double sided each plus a letter of intent as additional pages beyond the 10 for your Staffing Plan.

Pricing should not exceed 15 pages single spaced and single sided or 30 pages double spaced and double sided.

Technical Questions:

Contractors must submit all technical questions concerning this PWS in writing to the Contracting Officer.